

## **OBSERVATION REPORT #93**

**KPMG observed that Bell Atlantic's UNE Interval documentation is incorrect or inconsistent with information provided by TISOC representatives.**

### **Issue 93.1**

KPMG submitted orders to migrate a customer to UNE-P service and add Distinctive Ringing. The orders were populated in accordance with Bell Atlantic's UNE Interval document<sup>1</sup>. The document states the required interval for Distinctive Ringing is one business day. KPMG experienced inconsistent results with the following two PONs:

<b>PON*Ver</b>	<b>Submit Date</b>	<b>DDD</b>	<b>SEM Received</b>	<b>LSC Received</b>	<b>PCN Received</b>	<b>BCN Received</b>
003051PM0X000005*AA	5/19/00 after 12:00 p.m.	5/23/00		5/19/00	5/23/00	5/23/00
003051PM0X000006*AA	5/25/00	5/31/00	5/25/00			

PON 003051PM0X000005\*AA was completed on 5/23 as requested on the LSR. This result represents a one business day provisioning interval (because the 20<sup>th</sup> and 21<sup>st</sup> were weekend days and the order was sent after 12:00, the 23<sup>rd</sup> was the first business day after submission). This is consistent with information provided in the Bell Atlantic Interval documentation.

PON 003051PM0X000006\*AA received a SEM stating "Adding Distinctive Ringing (DRSIX) requires a four day minimum due date interval." Upon placing a call to the TISOC, KPMG was informed that Distinctive Ringing requires a four business day interval. Bell Atlantic confirmed that the first order was processed incorrectly by the TISOC.

### **Issue 93.2**

KPMG submitted orders to migrate a customer to UNE-P service and change the Hunting features of the account. Bell Atlantic provided inconsistent information regarding provisioning intervals through a) UNE Interval document<sup>2</sup>, b) SEM received on a LSR and c) information provided by the TISOC. KPMG experienced issues with the following two PONs:

<b>PON*Ver</b>	<b>Submit Date</b>	<b>DDD</b>	<b>SEM Received</b>	<b>LSC Received</b>	<b>PCN Received</b>	<b>BCN Received</b>
011071PM0X000004*AA	5/18/00 after 12:00 p.m.	5/22/00		5/18/00	5/22/00	5/22/00
011071PM0X000005*AA	5/25/00	5/26/00	5/25/00			

<sup>1</sup> [http://www.bellatlantic.com/wholesale/html/xls/interval\\_une.xls](http://www.bellatlantic.com/wholesale/html/xls/interval_une.xls), last accessed on 6/6/00.

<sup>2</sup> [http://www.bellatlantic.com/wholesale/html/xls/interval\\_une.xls](http://www.bellatlantic.com/wholesale/html/xls/interval_une.xls) last accessed on 6/6/00.

PON 011071PM0X000004\*AA was completed on 5/22/00, as requested on the LSR (includes Hunting changes). This result represents a one business day provisioning interval (because the order was sent after 12:00 p.m. and the 20<sup>th</sup> and 21<sup>st</sup> were weekend days, the 22<sup>nd</sup> was the first business day after submission). This is consistent with information provided in the Bell Atlantic Interval documentation.

PON 011071PM0X000005\*AA received a SEM stating "Changes to hunting require a two business day minimum interval."

Upon calling the TISOC regarding this issue, KPMG was informed that Hunting changes require a four business day interval.

### **Assessment**

Inaccurate documentation and inconsistent information provided by the TISOC may cause incorrect population of ordering forms and delay service to the end-user.